CLAIMS

Therefore, at least the following is claimed:

1   1.   A method for tracking issues, comprising:

2   providing a log-in page to log-in a user;

3   receiving user information from the user in the log-in page;

4   providing one of a plurality of interface pages to process an issue, wherein the

5   interface page has a configuration corresponding to a predetermined access level of

6   the user;

7   providing an issue record; and

8   providing an embedded uniform resource locator of the issue record.

1   2.   The method of claim 1, further comprising, responsive to receiving the user

2   information, providing a last requested page from a prior log-in by the user.

1   3.   The method of claim 1, wherein providing one of a plurality of interface pages

2   to process an issue, the processing comprises at least one of viewing the issue,

3   submitting the issue, assigning the issue, resolving the issue, closing the issue,

4   modifying the issue, providing metrics of the issue, and assigning user responsibility

5   for the processing of the issue.

1   4.   The method of claim 3, wherein viewing the issue further comprises sorting

2   the issue by at least one of average severity, a person who submitted the issue,

3   submission date, issue identification number, by state of the issue, and by owner of the

4   issue.

1   5.   The method of claim 1, wherein providing one of a plurality of interface pages

2   to process an issue, the processing corresponds to at least one of a plurality of

3   projects.

1   6.   The method of claim 1, wherein providing one of a plurality of interface pages

2   comprises providing uniform resource locators for at least one of the plurality of

3   interface pages.

1   7.   The method of claim 1, wherein providing one of a plurality of interface pages

2   comprises providing uniform resource locators for pages corresponding to selectable

3   icons disposed in the one of a plurality of interface pages.

1   8.   The method of claim 1, wherein providing one of a plurality of interface pages

2   comprises providing at least one of a tabulated display and a graphical display of

3   metrics corresponding to the issue.

1   9.   The method of claim 8, wherein the graphical display of metrics of the issue

2   can be provided as a function of area corresponding to the issue, a version of the issue,

3   a state of the issue, date of occurrence of the issue, method of resolution of the issue,

4   calculated severity of the issue, project members, and project.

1   10.   The method of claim 1, further comprising providing a printer-friendly version

2   of the interface page.

1   11.   The method of claim 1, further comprising calculating and displaying

2   percentage of open issues, percentage of closed issues, percentage of resolved issues,

3   totals, site usage, and average open severity.

1   12.   The method of claim 1, further comprising providing a history of the

2   processing of the issue.

1   13.   The method of claim 1, further comprising providing an email notification to

2   predetermined users in response to processing the issue, wherein the email notification

3   comprises an embedded uniform resource locator of the issue record.

1   14.   The method of claim 1, further comprising postponing the processing of the

2   issue, duplicating the issue record, forwarding the issue record, and deleting the issue

3   record.

1   15.   A system for tracking issues, comprising:

2   a processor configured to provide a log-in page to log-in a user, said processor

3   configured to receive user information from the user in the log-in page, said processor

4   configured to provide one of a plurality of interface pages to process an issue, said

5   interface page has a configuration corresponding to a predetermined access level of

6   the user, said processor configured to process an issue, said processor configured to

7   provide an issue record, said processor configured to provide an embedded uniform

8   resource locator of the issue record.

1   16.   The system of claim 15, wherein the processor is configured to provide the last

2   requested page from a prior log-in by the user.

1   17.   The system of claim 15, wherein the processor is configured to provide at least

2   one of a view issue page, a submit issue page, an assign issue page, a resolve issue

3   page, a close issue page, a modify issue page, a graphical display of the issue, a

4   tabulation display of the issue, and a project page.

1   18.   The system of claim 15, wherein the processor is configured to sort the one of

2   the plurality of interface pages by at least one of average severity, a person who

3   submitted the issue, submission date, issue identification number, by state of the issue,

4   and by owner of the issue.

1   19.   The system of claim 15, wherein the processor is configured to process issues

2   for a plurality of projects.

1   20.   The system of claim 15, wherein the processor is configured to provide a

2   uniform resource locator for at least one of the plurality of interface pages.

1   21.   The system of claim 15, wherein the processor is configured to provide

2   uniform resource locators for pages corresponding to selectable icons disposed in the

3   one of a plurality of interface pages.

1   22.   The system of claim 15, wherein the processor is configured to provide at least

2   one of a tabulated display and a graphical display of metrics corresponding to the

3   issue.

1   23.   The system of claim 22, wherein the processor is configured to provide the

2   graphical display of metrics of the issue as a function of at least one of an area

3   corresponding to the issue, a version of the issue, a state of the issue, date of

4   occurrence of the issue, method of resolution of the issue, calculated severity of the

5   issue, project members, and a project.

1   24.   The system of claim 15, wherein the processor is configured to provide a

2   printer-friendly version of the interface page.

1   ·25.   The system of claim 15, wherein the processor is configured to calculate and

2   display percentage of open issues, percentage of closed issues, percentage of resolved

3   issues, totals, site usage, and average open severity.

1   26.   The system of claim 15, wherein the processor is configured to provide a

2   history of the processing of the issue.

1   27.   The system of claim 15, wherein the processor is configured to provide an

2   email notification to predetermined users in response to processing the issue, wherein

3   the email notification comprises an embedded uniform resource locator of the issue

4   record.

1   28.   The system of claim 15, wherein the processor is configured to at least one of

2   postpone the processing of the issue, duplicate the issue record, forward the issue

3   record, and delete the issue record.

1   29.   The system of claim 15, wherein the processor is configured with software in

2   memory.

1   30.   The system of claim 15, wherein the processor is configured with hardware.

1   31.   A system for tracking issues, comprising:

2   means for providing a log-in page to log-in a user;

3   means for receiving user information from the user in the log-in page;

4   means for providing one of a plurality of interface pages to process an issue,

5   said interface page has a configuration corresponding to a predetermined access level

6   of the user;

7   means for providing an issue record; and

8   means for providing an embedded uniform resource locator of the issue record.

1   32.   The system of claim 31, wherein the means for providing a log-in page, means

2   for receiving user information, means for providing one of a plurality of interface

3   pages to process an issue, means for providing an issue record, and means for

4   providing an embedded uniform resource locator of the issue record is implemented

5   with a processor configured with software.

1   33.   The system of claim 31, wherein the means for providing a log-in page, means

2   for receiving user information, means for providing one of a plurality of interface

3   pages to process an issue, means for providing an issue record, and means for

4   providing an embedded uniform resource locator of the issue record is implemented

5   with a processor configured with hardware.